BINATEKINC.

Troubleshooting

Manual
(LaserPress)

Troubleshooting manual

Add

Customer, Bank

- Click on the **Management** menu (*in the top menu of the main window*) and click **Customers** or **Banks**.

- Click on the **Add** ➕ icon.

- Enter the value. See **note** below for the type and the length of data that can be entered.

- Click on the **Add** ➕ icon again.

- You can now **Edit** or **Modify** the informations for the new record.

- To **exit** that mode click on the **Return** icon.

Note: **Bank** - The value is numerical only. The minimum length is 1 and the maximum is 10.

Customer - The value is alphanumeric. The minimum length is 1 and the maximum is 10.

Bank account

- See the "**How to change a bank account**" section.

Password

- Click on the **Utilities** menu (*in the top menu of the main window*) and click **Password**.

- Type in the **Master password**.

- Click on the **Enter** icon or press enter.

- Click on the **Add** ➕ icon.

- Enter the new value.

- Click on the **Add** ✚ icon again.

- You can now **Edit** or **Modify** the informations for the new password.

- To **exit** that mode click on the ◤ icon.

<u>Form, Customization</u>

- For informations see the **User's manual**.

Change

Customer, Bank

- Click on the **Management** menu (*in the top menu of the main window*) and click **Customers** or **Banks**.

- See the "**How to move...**" section.

- Click on the **Edit/Modify** icon.

- You can now **Edit** or **Modify** the informations.

- To **exit** that mode click on the icon.

Password

- Click on the **Utilities** menu (*in the top menu of the main window*) and click **Password**.

- Type in the **Master password**.

- Click on the **Enter** icon or press enter.

- See the "**How to move...**" section.

- Click on the **Edit/Modify** icon.

- You can now **Edit** or **Modify** the informations.

- To **exit** that mode click on the icon.

Form, Customization

- For informations see the **User's manual**.

Bank account

- Click on the **Customers** icon (*from the main window*) or click on the
  Management menu (*in the top menu of the main window*) and click **Customers**.

- Click on the **Edit/Modify** icon.

- Click on the **Cheque options** button.

- In the "**Bank**" section select your bank and the type of account
  (**CAN** or **US**).

- Fill in all the informations you will use.

  Note : If your bank is not in the list see the "**Add a bank**" section.

  Note : The result of the M.I.C.R. **must match** the bank
  specifications sheet. The bank **can provide** you with that
  sheet. This sheet contains the right positioning for your transit
  and account numbers.

Change number

Customer, Bank, Password

- You must first **delete** it.

- **Add** the new number.

![BINATEK INC. logo]

Delete

Important : See the "**Backup of the data**" section before continuing.

Customer, Bank

- Click on the **Management** menu (*in the top menu of the main window*) and click **Customers** or **Banks**.

- See the "**How to move...**" section.

- Click on the **Delete** icon.

- Confirm your choice.

Password

- Click on the **Utilities** menu (*in the top menu of the main window*) and click **Password**.

- Type in the **Master password**.

- Click on the **Enter** icon or press enter.

- See the "**How to move...**" section.

- Click on the **Delete** icon.

- Confirm your choice.

![BINATEK, INC. logo]

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Troubleshooting manual

Move

Customer, Bank

- Click on the **Management** menu (*in the top menu of the main window*) and click **Customers** or **Banks**.

- Click on the **Search** tab and click on the item you want. Click on the **left** tab and you will see the informations for the selected item.

  or

- Click on the **Next record** ➡ icon.

  or

- Click on the **Previous record** ⬅ icon.

Password

- Click on the **Utilities** menu (*in the top menu of the main window*) and click **Password**.

- Type in the **Master password**.

- Click on the **Enter** 🔑 icon or press enter.

- Click on the **Search** tab and click on the item you want. Click on the **left** tab and you will see the informations for the selected item.

  or

- Click on the **Next record** ➡ icon.

  or

- Click on the **Previous record** ⬅ icon.

Object

- For informations see "**Forms**" in the **User's manual**.

M.I.C.R. line

- M.I.C.R. line is considered as an object.

- For informations see **"Forms"** in the **User's manual**.

Print forms

- Click on the **Customers** icon (*from the main window*) or click on the **Management** menu (*in the top menu of the main window*) and click **Customers**.

- See the "**How to move...**" section.

- Click on the **Print on the printer** icon.

- You will be ask for a **SmartCard** if you have a **SmartCard reader** install.

- Select a **printer** in the list.

- You can **change** the starting **Cheque number** if you want.

- You will **enter** the **number of cheques** you want to **produce**.

- Check the **Test** box **if you don't want** to **increment** the cheque number.

- Click the **Print** icon again.

- Confirm your choice.

<u>Backup of the data</u>

Important : It is your **entire** responsability to have a **good** backup
of your data.

- Open the data.ini file. This file is in the folder where you installed the LaserPress software.

- The first section [Data] is where the LaserPress **data** reside. Take a complete backup of
that folder.

See **your** system administrator for more informations on the backup procedures.

DLL caused an exception

This error happens when you don't have all the **rights** on the printer you are trying to print to. You **must** have the rights to **print**, **manage printers** and **manage documents**.

See **your** system administrator for more informations.

Exit a windows

To **exit** from a window you can :

- Click on the **Close button**

  or

- Press the **escape key**

  or

- Click on the **Exit** icon.

Exit the software

To **exit** from the software you must click on the **Exit** icon at the bottom of the windows.

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<u>Index file does not match the table</u>

Note : If you still have the same error after you have **Rebuild the indexes** you will have to put backup your most recent **backup**.

Normally this error is caused by a PC failure, a network failure, PC stop when printing, someone did a Ctrl-Alt-Del on the PC etc...To resolve the problem you will have to **Rebuild the indexes**.

- Click on the **Utilities** menu (*in the top menu of the main window*)

- Click on **Rebuild indexes**.

- Click on the **All->** button.

- Click on the **Process** icon.

Note : This process can be very long depending on the size of the data, the speed of the PC and the network bandwidth.

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Invalid password

You did not **properly** typed your password or the system administrator as **deleted** it. The passwords are **case sensitive** (Upper case, lower case, letter, number etc..).

Not a table

See the "**Index file does not match the table**" section.

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Printer jam in a middle of a run

- Turn off the printer.

- Kill all the jobs remaining in the windows spooler. See **your** system administrator for more informations.

<u>Support</u>

There are 2 ways to have support : by e-mail or by phone. Follow these steps :

- **Always** give us a **brief explanation** of the kind of problem you have encounter.

- Give us your **company name** and **your name**.

- Give us a **phone number** where we can **reach you**.

The e-mail for support is **SUPPORT@BINATEK.COM**

The phone number for support is **800-463-0178** or **514-933-3326 extension 236**.

What are the steps to print form(s)

- Click on the **Customers** icon (*from the main window*) or click on the **Management** menu (*in the top menu of the main window*) and click **Customers**.

- See the "**How to move...**" section.

- Click on the **Print on the printer** icon.

- You will be ask for a **SmartCard** if you have a **SmartCard reader** install.

- Select a **printer** in the list.

- You can **change** the starting **Cheque number** if you want.

- You will **enter** the **number of cheques** you want to **produce**.

- Check the **Test** box **if you don't want** to **increment** the cheque number.

- Click the **Print** icon again.

- Confirm your choice.

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